

YES Energy Solutions Privacy Notice Cadent Holistic Advice

Our contact details

Name: Yorkshire Energy Services CIC T/A YES Energy Solutions

Address: Unit 8-9 Victoria Mills, Stainland Road, Greetland, Halifax HX4 8AD

Phone Number: 01422 880 100

E-mail: [Contact Us](#) | [YES Energy Solutions](#)

Date of Privacy Notice: 04/02/2026

What data do we process?

To deliver the Holistic Energy Advice Service on behalf of Cadent Gas Limited, we process the following personal data:

- Name
- Address
- Contact details (phone number, email address)
- Referral details provided by Cadent
- Information about household energy use, property characteristics, vulnerabilities, benefits, and income (for eligibility checks)
- Energy bills and tariff information (where provided by the customer)
- Any additional information required to deliver Tier 1 and Tier 2 energy advice services as set out in Schedule 1 of the contract

How do we receive your data?

We receive your data in two ways:

- Directly from Cadent Gas Limited as the scheme commissioner and Data Controller.
- Directly from you, when you engage with the Holistic Energy Advice Service or provide further information during your assessment.

Why do we process your data?

We process your personal data solely for the purpose of delivering the Holistic Energy Advice Service commissioned by Cadent Gas Limited. This includes:

- Providing Tier 1 energy advice

- Providing Tier 2 in-depth energy advice, including fuel-poverty support and LCT/net-zero readiness support
- Producing customer reports
- Identifying eligibility for grants or support schemes
- Contacting you to arrange assessments
- Recording and reporting service delivery to Cadent

Who do we share your data with?

We may need to share your information with:

Organisation	Role	Privacy Notice Link
Cadent Gas Limited	Project Partner and the Controller	Privacy Notice
YES Energy Solutions	Data Processor	Privacy Notice
Microsoft	Technology Provider	Privacy Notice
SmartSuite	Technology Provider	Privacy Notice

Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are: Cadent Gas Limited – Controller have determined the lawful basis for processing of your personal data as Public Task/ Legitimate Interests

How we store your personal information

Your information is securely stored.

We keep your name, address, contact details and qualification eligibility evidence until the contract is ended, we will then dispose of your information

Your data protection rights

Under data protection law, you have rights including:

Data Protection Right	Before and during the Service (Lead)	After Service (Customer)
Right of Access	Can request copies of personal information	Can request copies of personal information

Data Protection Right	Before and during the Service (Lead)	After Service (Customer)
Right to Rectification	Can request correction of inaccurate or incomplete information	Can request correction of inaccurate or incomplete information
Right to Erasure	Can request erasure of personal information	Limited, especially if there are legal or contractual requirements to retain information
Right to Restriction of Processing	Can request restriction of processing in certain circumstances	Can request restriction of processing in certain circumstances
Right to Object to Processing	Can object to processing in certain circumstances	Limited, especially if processing is required for legal or contractual reasons
Right to Data Portability	Can request transfer of personal information to another organisation or to themselves	Can request transfer of personal information to another organisation or to themselves

Invoking Your Rights

You can invoke the rights listed in the table above by contacting a member of our customer service team or by contacting Cadent Gas Ltd- Controller at the contact information shown below.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

How to Complain

All complaints will be forwarded to Cadent Gas Ltd - Controller who are the **Data Controller** for the scheme.

If you have any concerns about our use of your personal information, you can make a complaint to us at **YES Energy Solutions, Unit 8-9, Victoria Mills, Greetland, Halifax, HX4 8AD** or Email us:

dataprotection@yesenergysolutions.co.uk

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane



Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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Unit 8-9 Victoria Mills, Stainland Road, Greetland, Halifax, HX4 8AD
01422 880 110 enquiries@yesenergysolutions.co.uk
www.yesenergysolutions.co.uk



YES Energy Solutions is the trading name of Yorkshire Energy Services CIC.
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VAT Registration No. 746618114.